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What UCSF Retirees Are Doing Now



Retired social worker Elsa Scaparone and former Hospitals and Clinics assistant director Jerry Yalon at the May Chancellor's reception for UCSF retirees.

Who are the UCSF retirees and what are they doing now? An informal canvass of members of the planning committee for the UCSF Retirees Association produced some intriguing answers.

Many of the committee members had worked 25 to 35 years or more as UCSF employees. As a group, they find that retirement has opened doors to many fulfilling new experiences. They welcome a more leisurely day-to-day pace and the chance to lead less rigidly structured lives. Said one retiree: "Now I can read the morning paper in the afternoon if I want to."

Many are absorbed in hobbies. Jerry Yalon, former assistant director of UCSF's Hospitals and Clinics, who lives at South Lake Tahoe, is an irrepressible square dancer. Jeannette Wood, retired administrative assistant to the Academic Senate, is accomplished at round dancing (ballroom dancing led by a caller). She's also the Retirees Association's liaison with the UCSF Volunteer Services.

A talented needleworker, May Lou Kemper, former associate director of nursing, has contributed to "The Ribbon," a peace project to commemorate the 40th anniversary of the Hiroshima bombing. "The Ribbon" is 10 miles long and 18 inches wide, and in a ceremony this summer it was looped around the Pentagon and carried across the Potomac and along the mall to the Capitol. Each needleworker has contributed a yard-long portion with a different motif — Kemper's work is a map of the United States in machine appliqué. Kemper also is a former member of the Marin Grand Jury and is active as a volunteer for the Wild Life Rescue Center. "My job is feeding orphaned baby birds."

Jean Born, a continuing education specialist before retirement, is writing a novel in which she probes the inner feelings of a woman who has never had a child. Born is also a volunteer for the Cancer Society's Reach to Recovery program on campus. "Until I retired, I didn't realize how much a part of my life the University had become. When I was working I was constantly surrounded by people. Now I really miss them. My contact with patients as a volunteer has helped. This new organization will fill a very real void in my life by giving me a chance to be with some of my campus friends again."

Some retirees "have found a need and filled it." Former administrative assistant for the CVRI training program Virginia (Ginna) Bunker operates the clearinghouse that finds rental housing for visiting scientists to UCSF. Although this is a volunteer effort, Bunker will receive a well-earned bonus this summer when she'll housesit for three months in Norwich, England, for a biochemist who is coming to the San Francisco campus. While Bunker is away, Lois Riordan, retired management services officer for the neurology department, will run the housing service. Lois' many other volunteer activities include visiting patients for the Catholic chaplaincy service at UCSF.

Working out of her home, Anne Schmid continues her specialty, editing textbooks, as a part-time extension of her former work as principal editor for the pediatrics department. A past president of the San Francisco Chamber Music Society, she also enjoys playing the viola. Making music, she finds, is "instant relaxation." She is also a member of the Maternal, Child and Adolescent Health Board of San Francisco.

Stan Bateman, contracts and grants officer before retirement, is now a consultant to the Chancellor's Office, attends quarterly meetings of the Area Health Education Center (AHEC) in Washington, D.C., is on the board of the State Employees Credit Union, and is a trustee and past chairman of the California Real Estate Trust.

After Gene Sacks retired recently as associate dean for administration in the School of Pharmacy, he enrolled in classes three days a week at the University of San Francisco's Fromm Institute. The titles of his noncredit courses, including "American Foreign Policy" and "Theory of Relativity," may sound formidable, but this program, designed for older students, is completely lacking in pressure, he says. "There are no

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Health Care in a Cambodian Camp

To most Americans, Cambodia is a small, bloody spot on the world map, a vestige of the Vietnam war recently brought to mind with the Academy Award-winning movie, "The Killing Fields." But for Kei Matsumoto, a clinical nurse in the UCSF intensive care nursery, it is much more.

Last year she spent six months as a volunteer health care worker in a sprawling camp just across the Thai border in Cambodia, or Kampuchea, as it is called by its native people, the Khmer. There, 60,000 men, women and children huddled in bamboo and thatched huts, all displaced persons driven from their homes in the civil war that has ravaged Kampuchea for the past decade. The camp at which she worked, Nong Samet, was one of about 25 along the Thai border administered by the United Nations Border Relief Operations.

On a typical day at UCSF Matsumoto devotes herself to the care of one or two critically ill infants, with all the resources of high-tech medicine backing her up. But at Nong Samet intensive care was an unknown luxury. There she supervised two of the camp's five maternal-child health centers. Operating without electricity or running water, each camp treated an average of 50 mothers and children a day.

Matsumoto's job was to conduct training classes and serve as a resource for the 60 Khmer public health workers who provided health screening, immunization and health education. Her duties ranged from teaching classes on how to give a physical to overseeing a wildly popular health education puppet show.

Her trip was made under the auspices of the American Refugee Committee, a private, nonprofit organization without political or religious ties that provides medical and public health assistance. The organization paid her airfare and expenses, but she volunteered her time.

Matsumoto, who is 28, says she had wanted to make such a trip ever since nursing school, but insists that altruism played only a small part in her decision to go to Kampuchea. "I did it for myself, to challenge myself. It was important to me to know that I could go to a new place and stand on my own two feet.

"I wanted to work with a group of people who really needed health care and were willing to help themselves. The health bureacracy in the U.S. makes it difficult for some people to help themselves," she says. "We Americans are born into lucky circumstances, for the most part."

In contrast, says Matsumoto, the inhabitants of Nong Samet had suffered terribly, both at the hands of the Vietnamese, who invaded the country in 1979, and before that, under the Communist regime of Pol Pot and his Khmer Rouge.

No outsiders were allowed to live in Nong Samet, so Matsumoto and the 25 other volunteers with her group were based across the Thai border in the town of Aranyaprathet. Each day they rose slightly after 6 am for a briefing from a UN representative on safety conditions at the camp. They would then load up their supplies and begin the 40-minute commute to Nong Samet, a journey that took them through five military checkpoints and frequently involved car searches, according to Matsumoto.

Her May-through-December stint in Kampuchea coincided with the rainy season, when fighting between the rebel Khmer factions and the Vietnamese invaders was at a low ebb. Matsumoto says she felt safe most of the time, although on one occasion her party was forced to take refuge in a bunker when gunfire broke out at a border checkpoint.

Inside the camp, each maternal-child center included an antenatal (or prenatal) clinic, a clinic for children under five years of age, and a day care center, consisting of an intensive feeding program for severely malnourished children.

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Above, Kei Matsumoto in Cambodia watching the opening celebration of a maternal-child health center. Right, a year later, back at work in the high-tech world of the intensive care nursery.

Teaching Self-Care to Diabetics



Diabetes Teaching Center instructor Peggy Huang charts a self-care plan for Ken Baker.

Six to ten diabetics come to UCSF nearly every week to learn how to keep out of the hospital.

They are victims of a condition that trails only heart disease and cancer as the leading cause of death in the United States. Half of the estimated 11 million diabetics in the country fear a future of kidney failure, blindness, amputation and heart disease — major complications that result from glucose passing through the body and coating and damaging vital tissue and organs. (In nondiabetics, glucose — or sugar — is absorbed naturally by cells and supplies energy to the body.) The other half of the 11 million do not even know they have the disease. A quarter of all diabetics require hospitalization each year, and the annual cost to treat the disease in the U.S. has ballooned to more than $5 billion.

At present there is no cure for this chronic illness, but diabetics can learn to control their disease and lead healthy and normal lives. Since its inception in 1979, the Diabetes Teaching Center, directed by the Department of Family Health Care Nursing in cooperation with the Metabolic Research Unit and the Diabetes Endocrine Clinic, has taught some 1,500 diabetics and 500 of their family members how to cope with and manage the difficult disease.

The DTC offers a 4-day, 30-hour program aimed at teaching self-care, including blood glucose monitoring, insulin injection techniques and diet. The cost is $300, which is usually covered by medical insurance. Family members may attend at no cost and students are allowed to repeat the course at any time. Medical consultation is provided by clinical professor Ralph Alexander, and nurse Peggy Huang is the principal instructor. The emphasis of the program is on individualized instruction. The students' lifestyle patterns — work, exercise, eating and resting — are charted during the four days, blood glucose levels are checked regularly and an optimum insulin regimen — dosage and times — is suggested.

The DTC's students have been a diverse group, ranging from young children to octogenarians, professionals to blue-collar workers, and from those already with a lifetime of insulin injections to some who have just learned of their disease. Some control their disease well and only need to refine methods, while others spend time in and out of hospitals. Most are "Type I," or juvenile-onset diabetics, diagnosed in childhood or early adulthood, and whose pancreases are unable to produce the insulin necessary to mediate glucose into the body's cells. They rely on daily doses of insulin to sustain their lives. "Type II" diabetics, whose conditions can be controlled with weight loss and proper diet, also enroll at the DTC.

These people bring to the class their feelings and frustrations. They talk of the stigma of being chronically ill, being offered foods they should not eat, uncontrollable mood changes caused by the roller-coasting between high and low blood sugar levels, insulin shock, blackouts and even awakening from a "diabetic coma" in an emergency room. All, however, seek the information and training that could improve their lives.

"Educational programs for diabetics provide an essential community service," says the Center's director Jeanne C. Hallburg, professor of family health care nursing. "The DTC is an example of how an interdisciplinary team, with nursing leadership, can prepare people to assume major responsibility for managing their diabetes in concert with health care professionals."

The backbone of UCSF's unique program, which has served as a model for other institutions, has been Peggy Huang, who until this summer taught every session in the Center's six years.

"Diabetes is a lonely disease," she says. "They are reminded that they are diabetic nearly every hour of every day. They are conscious of everything they do and eat because of the possible effects on their condition."

Her impact on students has resulted directly in the formation of a unique and effective teaching staff at the DTC. Three "alumni" have joined Huang. Beverly Mack, who once audited the course, was so impressed that she applied to join the staff. For more than three years, she has been the DTC's dietitian, advising students about food selection. Rae Bradshaw, a master's student in the School of Nursing, took the course three years ago, and after completing a six-month family health care nursing residency at the DTC, she has become a teaching assistant and principal instructor in Huang's absence. Former pupil Wendy Ullman-Duarte, a certified rehabilitation counselor, now leads discussions at each session on psychosocial aspects of diabetes.

"That the three of us are diabetic and Peggy is as close to being a diabetic as a nondiabetic could be when it comes to understanding the disease makes a big difference to students," says Mack.

When Bradshaw took the course in 1982, she did so only to gain continuing education units. After having practiced as a diabetes teaching nurse in Los Angeles, she did not expect to learn anything she did not already know. "But I was practically blown away by the amount of information offered in the course."

Is the DTC's concept working? A DTC survey in 1982 of 129 Type I diabetics one year after they took the course showed that hospital admissions decreased 88 percent and emergency room visits dropped 44 percent. At that follow-up, 83 percent were in good control.

But testimony from former students is perhaps the best evidence of the program's success. Learning with other diabetics in a nonhospital environment was very helpful, says Jeff Hughes, an administrative assistant in the Hooper Foundation, who took the course three years ago. "What I learned motivated me to take better care of myself, and the knowledge and new attitude I gained have stayed with me."

Andy Evangelista

Walking for Fitness and Pleasure



Mary Ellen Ginther, George O'Keefe, Ellen Goldstone and Jeanne Phillips on their daily walk in Golden Gate Park.

Aerobic Walking

The goal in aerobic exercise is to increase the body's circulatory power by requiring the cardiovascular system to pump blood to the working muscles. To get aerobic benefits from walking, go for 30 minutes to an hour at least three times a week, approximately every other day. The pace should be intense enough that you feel warm, perhaps even perspire, and your breathing and heart rate increase.

Checking Your Heart Rate

The increase in heart rate depends on the intensity of the exercise. Though the optimum increased rate will vary with the individual, a *general* target to work toward is 75 percent of your *maximum* heart rate. (The maximum rate, which decreases with age, will be 220 minus your age.) Most people who confine their exercise to walking will be well below this safe limit, but you may wish to consult a physician about the increased heart rate that is most appropriate for you. Whatever your target rate, if you are a beginner, work up to it gradually. The more fit you are, the more vigorously you will have to exercise to attain it.

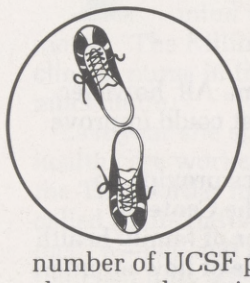
Take your pulse for 15 seconds, and multiply that number by four.

The Cool Down

After an aerobic walk, slow down for five minutes before you stop. If your session has included more vigorous exercise, use the cool-down period to take long steps, stretch your legs, let your arms hang loosely and shake your hands. Rotate your head a few times in each direction.

Weight Loss

The only way to lose weight is to diet, so that you consume fewer calories than you burn. The more exercise — one mile of walking *or* running burns approximately 150 calories (roughly equivalent to one donut) — the more you can eat without gaining. But people lose weight only by eating less — and, for most of them, this means eating less than they want to.



The sky is gray and discouraging this Friday morning, but George O'Keefe inhales the still air with gusto. "Not a breath of wind," she says. "Nice!"

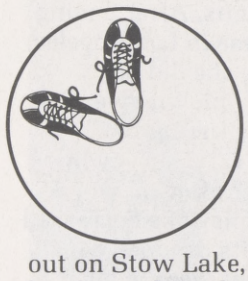
O'Keefe, a principal administrative analyst in the Department of Medicine, is one of a growing number of UCSF people who have forsaken aerobics classes and running for a fitness program of walking. Her particular group currently consists of three regulars — herself; Mary Ellen Ginther, academic personnel coordinator in the School of Medicine dean's office; and Ellen Goldstone, an administrative assistant in the dean's office. They walk four miles for an hour every day at lunchtime in Golden Gate Park.

Today, Ellen Goldstone is away on vacation, but O'Keefe and Ginther march briskly at the usual 14-minute-a-mile pace, while a newcomer scampers to keep up. The woodsy pathway near the park's edge is quiet as the walkers head for a favorite route, the trail around Stow Lake.

"It's unbelievable how little the weather keeps us away," Mary Ellen Ginther says. Throughout the year, she and O'Keefe have done the walk at least three days every week. Frosty temperatures, fog and mist are no obstacles. Even an 11:30 lull in a downpour is a signal for them to put on their running shoes and go.

Both women traded in weekend runs and "all that jumping" of a 6:30 am aerobics class for the midday walks a little over a year ago. Since then, neither one has lost weight, but both say that pounds and ounces have condensed and shifted to advantage. They are trimmer, and clothes fit smoothly. "Things settle," O'Keefe explains.

But personal appearance isn't the only dividend. Both escaped colds and the flu this year and say that on walk days they come back re-energized for the afternoon's work. In short, according to O'Keefe, it's the kind of routine that "absolutely invigorates you."

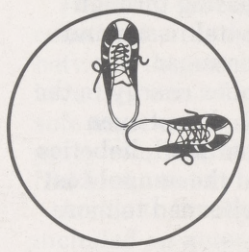


The clouds above Golden Gate Park lighten, and scraps of sunlight emerge on the grass. But then, even a familiar routine is consistently different, say Ginther and O'Keefe, who note changes as they go: the new entrance to the Japanese Tea Garden is up, the baby ducks are out on Stow Lake, and growth along the water's edge has been cleared away so that the path is wider. A large turtle seems to be marooned under a shrub several feet from the water, and Ginther stoops to the rescue. As she carries it to the lakeside, a cluster of pigeons take flight from the reeds.

"We've gotten to know the park well," says O'Keefe, whose favorite time of year is spring. "It's a season of renewal — a new opportunity to walk faster, and get rid of the winter fat."

A sprinkler swings abruptly around, and all three walkers sprint. It reminds O'Keefe of a day when Ginther didn't. "One time Mary Ellen got absolutely drenched. She thought she outfoxed it." She laughs. "And she was wearing a silk dress!"

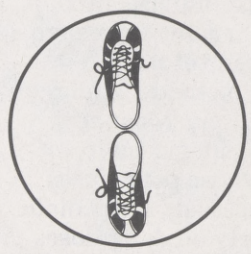
The focus, as always, is on the walk, and so the conversation stays easy: the homemade chocolate chip cookies passed up at the office that morning; brands of running shoes; the shower for a co-worker; the recent first anniversary champagne picnic to commemorate 750 miles walked.



The three reach the other side of the lake and begin the return leg along Kennedy Drive. Then it's past the deserted log cabin, now in full sun, through a pungent eucalyptus grove, and around a massive cypress which O'Keefe investigates gingerly — "The hornet's nest is gone" — and on to the Arboretum.

Walking has many of the same benefits as running or other vigorous aerobic activity, without some of the drawbacks, clinical professor of medicine and surgery John Hutchinson agrees. Hutchinson is a cardiologist whose specialty includes the influence of fitness on the cardiovascular system. Where more strenuous exercise poses problems — for untrained people, older people, or anyone with a pre-existing orthopaedic condition — walking is a safe and enjoyable substitute, he says. "Running can be bad for the joints. But walking is probably good for everything."

It eventually becomes an addiction, according to Alice Baloff, UCSF news services public information representative at SFGH. "I don't feel well without it," she says. Formerly a staunch member of the O'Keefe group, before she transferred to SFGH early this year, she carries on the lunchtime tradition with a daily 52-block roundtrip through the Mission and Noe Valley. Effects are psychological as well as physical for Baloff, who comes back to the office both stimulated and relaxed. "I'm more optimistic for the afternoon," she says.



Here, for the final few minutes, the walkers slow to admire a fragrant Australian peavine in full pink bloom, read plaques on a few of the benches — "I think these are wonderful monuments," says O'Keefe — and check on the progress of the new landscaping. Next stop: the corner store on Irving for the usual midday apple or banana (neither Ginther nor O'Keefe eats more for lunch on walk days). But first, O'Keefe stops for a long look at a stream trickling through a shady expanse of bright green moss. "I wish this were *my* backyard," she says.

A stranger, a man in his 30s, overhears and smiles. "For thousands of San Franciscans," he says, "it is."

Michele Liapes

PEOPLE

A rare and endangered native San Francisco plant has a new ally in its fight for survival. Fred McEnroe, an administrative assistant in the office of the Vice Chancellor for Personnel and Student Services, wants to restore the age-old Laurel Hill manzanita to its original habitat.

McEnroe first learned of the nearly extinct variety — a flat, low-lying shrub with shiny, deep red bark — one recent lunch hour when he strolled by a small and solitary patch of them in Golden Gate Park's Strybing Arboretum. He was curious and did some research in the Arboretum library, where he found that botanists had fought in vain to save the Laurel Hill manzanita but salvaged a few specimens before bulldozers leveled the rest. So, a few others apparently do exist outside the Arboretum, he says, but only a bulwark of people who care know where they are — and they aren't saying. McEnroe has described the plant and its history to campus representatives and has suggested the possibility of collaborating with Golden Gate Park officials to establish a new colony of them on the recently acquired UCSF-Laurel Heights grounds at California and Presidio.

McEnroe's lifelong interest in botany was sparked this year when he began walking through the park to and from work. A brisk commute on foot soon evolved to habitual rambles, rich in perceptions of shifting seasons, colors, shapes, fragrances and vistas. "There's something meditative about a community of plants," he says, "whether it's wilderness or a formal garden."

And inner-city life in general has become more agreeable, thanks to a garden. At home, on one of San Francisco's busiest thoroughfares, the backyard lot is newly cultivated with trees, vines, flowers in bloom and groundcover, all regularly mulched, weeded, watered and coaxed by McEnroe and his two roommates.



Fred McEnroe at the Strybing Arboretum.

Slowing down to take advantage of it all does become a lifestyle, according to McEnroe. But, he explains, sensitivity isn't selective. The world around us also has its cars, congestion, litter and the other "not-so-beautiful." In short, "You develop a whole proficiency for noticing. You can't confine it to what you want to see. It affects everything you do."

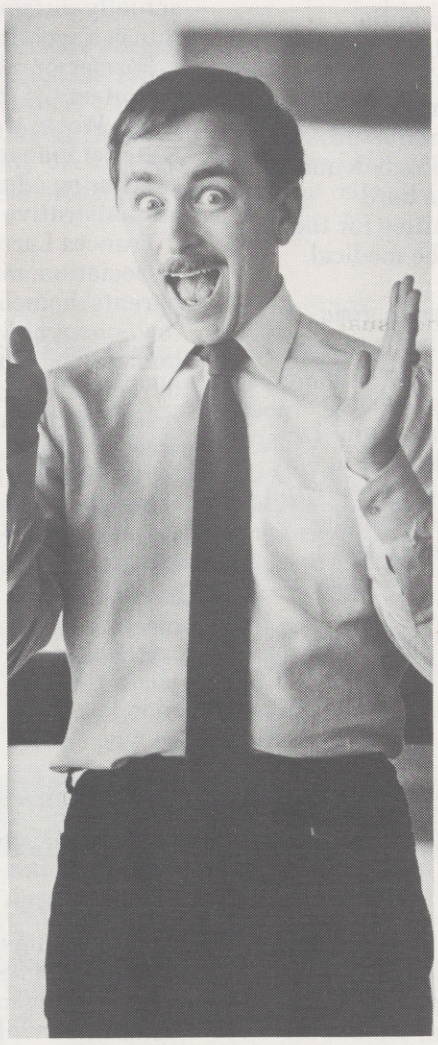
His friends could always count on Danny Williams for a good laugh — until he took his wit onstage one Monday evening before open mike at the Valencia Rose, a gay/progressive arts nightclub in the Mission.

As Williams talked about himself and his experiences before that first audience, he walked around, his mobile face mirrored the feelings behind the words and the dark eyes never stopped rolling and twinkling. He was funny, really funny. That was three years ago, and he's been an established comedian ever since. But now, when he's with friends, he's no longer the life of the party. "Most performers are very shy offstage," says Williams, manager of registration services at the Ambulatory Care Center.

Williams, who appears regularly at the Valencia Rose and the Baybrick Inn, donates his talents throughout the year to various benefits, particularly those concerned with AIDS or the rehabilitation of mental patients. On campus he recently chaired AIDS Awareness Month and gave a benefit performance here for the San Francisco AIDS Foundation Food Bank. On June 30, he co-emceed the annual Lesbian/Gay Freedom Day Celebration. Humor can make people feel good in any situation, according to Williams, who has also entertained on Ward 5B, the SFGH AIDS unit.

His routines are based on his own life and outlook — "I'm saying, Here I am," — and most of his new ideas come from his dreams. He revises material continually, elaborating last month's ad lib into a five-minute routine and whittling the full-blown standby to a single joke. "Every line has to sound like it's the first time you've ever said it," he says.

Though the act itself has never fizzled, Williams has had his uneasy moments at the clubs, such as the time the lights and sound failed and the night that the audience of two sat sequestered in the back row. But it's the "painful" evenings that stretch his ability, he says. "Then, the next time it's a regular audience, I'm a little better than I was before."



Comedian Danny Williams.

And how are things offstage, now that he's no longer the life of the party? His personal interactions are more genuine, he says. "Now, I'm free to relate more naturally to people. I don't have to perform anymore. If the funniness happens, it just happens."



Leah Morris works with disabled children.

When Leah Morris isn't on the job as per diem clinical staff nurse at Moffitt/Long Hospitals, she's setting up a summer riding camp for physically disabled children. Morris is assistant director of Rehab Ranch, which she established four years ago with two friends, Laura McGrew and Kate Zimmerman, both physical therapists.

The main goal at Rehab Ranch, located outside of San Jose, is to develop independent living skills, and its hippotherapy program (the use of horses for therapeutic treatment) teaches one that is crucial: how to take risks and succeed. "There is risk in getting on a horse when you can't walk," Morris says, "or into a swimming pool when you can't move your arms and legs."

As many as three — or even four—adult staff members may accompany a child on the ride: one to lead the horse, one on either side to work with the rider on leg-stretching exercises and sometimes a fourth on the saddle to support from behind. Some children will never handle the reins themselves, says Morris. But when "they feel the rhythm of the gait, smell the horse, and reach over to touch its neck, they have an experience they never forget."

Though camp itself lasts only two weeks, Morris says that the preliminaries of fund-raising, reserving a site, recruiting staff and arranging for insurance, transportation and meals make it a year-round operation. "It's always in the backs of our minds. When we're not doing, we're thinking."

They could never have done it alone, according to Morris, whose friends and co-workers on 9 Long help out every year by nursing, pitching tents, cleaning the pool or fixing the spaghetti and meatballs. Morris' mother, Barbara, also an RN, will be the riding director for the third straight summer.

Morris, who just received her master's in public health from the University of Calfornia, Berkeley will spend next year as an Assembly Fellow for the state legislature and plans to focus on health policy legislation. "There needs to be more attention to the disadvantaged and disenfranchised segments of society," she says.

Michele Liapes



Former continuing education specialist Jean Born visits UCSF cancer patients.



Frances Larragueta, former assistant dean in the School of Medicine, was the sparkplug behind the Retirees Association.



Former nursing associate director Mary Lou Kemper does needlework project that will be part of national peace ceremony.



Retired editor Anne Schmid has more time to play the viola.

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examinations and we don't have to take notes. It's a painless way to go back to school."

Sadie Kaye, who worked as assistant director of continuing education, helps ticket-takers for the opera, symphony and ballet and goes to the performances. Beverly Graham, former secretary in the School of Medicine dean's office, and Ethel Black, who was administrative assistant for the medical service at SFGH, are both volunteers at the De Young Museum and the Legion of Honor information desks. Black also tutors foreign-born adults in English and is learning to play the organ. Graham is the hard-working secretary of the planning committee for the Retirees Association and volunteers in the medical alumni office.

The retirees planning committee chairman, Eric Owyang, retired Hospitals and Clinics chief pharmacist, puts in two mornings a week on campus coordinating the School of Pharmacy's externship program. "It isn't work any more, it's recreation." He's on the boards of the American Heart Association and the UCSF Child Care/Study Center, has been studying painting for the past three years and enjoys doing landscape and still-life watercolors. "I've always loved art and music as an observer, and now I have the time to be a participant."

Elsa Scaparone, a former clinical social worker, volunteers on the Cancer Society's Service and Rehabilitation Committee and is an advisor to a community committee that provides transportation for the elderly and handicapped. Gladys Henderson, who worked on campus as a licensed vocational nurse, visits cancer patients in their homes and takes them for walks or shopping if they're ambulatory. "Although I'm not actually nursing patients any more, as a retired nurse this is a wonderful way to keep on feeling needed."

Former nursing unit manager Anne Thompson volunteers at the Auxiliary's "Bear-ly New" Thrift Shop. World travelers include Al Bordin, former materiel manager, Helen Isaacs, who was secretary in continuing education, and Eron Vestnys, retired administrative assistant, pharmaceutical chemistry.

Frances Larragueta, sparkplug behind the Retirees Association, made two extended trips to Spain, her parents' homeland, after retiring as assistant dean in the School of Medicine. She paid a long visit to her hometown, Winnemucca, Nevada, where, in addition to renewing childhood friendships, she advised researchers tracing a history of Basque settlers in the western states. Larragueta is on the board of the Hospitals Auxiliary.

Former campus chief of police Verne Lopes and his wife travel in their motor home to scenic places like Vancouver Island and the Grand Canyon. Lopes also keeps in touch with his police colleagues by attending meetings of the Bay Area County Peace Officers Association.

Claire Leeds Wray

The UCSF Retirees Association

Until now, retired staff employees have represented an untapped campus resource. The new UCSF Retirees Association intends to change that.

Nearly 200 of these special "alumni" turned out for the association's first official gathering, an open house hosted by Chancellor Krevans on Chauncey Leake Day in May. They represented almost every category of campus employment.

The idea for a staff retirees organization was proposed in 1984 by Faricita Wyatt, director of the campus Retirees Employment Program. In a survey she conducted to explore retirees' needs, she found that many miss the opportunity to interact with their UCSF friends and would like to be able to join in campus activities.

This January, three retirees who have maintained close ties with UCSF — Frances Larragueta, Anne Schmid and Jean Born — met with the Chancellor and obtained enthusiastic approval for a staff retirees' group.

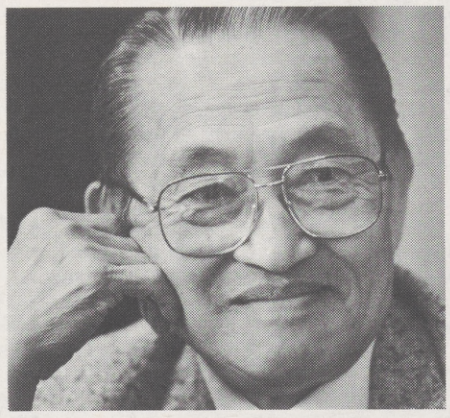
In compiling a mailing list, the organizers arranged a computer search. This located 1,260 UCSF retirees, a surprising 83 percent of them living in the Bay Area — 45 percent in San Francisco.

A planning committee, composed of some 25 retirees and headed by Eric Owyang, was formed to make arrangements for the May kickoff event. The committee will continue to oversee the Retirees Association until its first formal business meeting early next year. Meanwhile, subcommittees are being formed to set goals and look at ways of sharing information about benefits and campus services available to retirees, as well as volunteer opportunities and other activities both on and off campus.

In support of the association, Chancellor Krevans says, "The men and women who have contributed years of effort to UCSF have come together to share their time, interest and energy with the campus. How fortunate we are on this campus to have had their contributions. We all look forward to working with this new organization, made up of people who are such an important part of the UCSF family."

Meetings of the committee, held on the fourth Wednesday of each month at the Faculty-Alumni House, are open to all UCSF retirees. Questions and suggestions should be addressed to: UCSF Retirees Association Planning Committee, Faculty-Alumni House, 745 Parnassus Avenue, San Francisco, CA 94143.

In planning for retirement what would you have done differently? (Asked at the May Chancellor's reception for UCSF retirees.)



Marciano Lim, custodian supervisor, environmental services: I guess I should have learned to say "no" a long time ago. My wife is retired, too, and we love children. We have 11 grandchildren, one great-grandchild, and a lot of friends in our neighborhood with children. Whenever someone asks us to babysit, we say we will. It leaves no time for anything else, but it's fun.



Mary Fisher, senior editor, Department of Anatomy: I'd plan to confine myself to fewer activities. The way it has turned out, I'm busy all the time doing various volunteer jobs. Not that I don't enjoy myself, but I'd advise others not to spread themselves too thin.

Antonio Correa, head baker, nutrition and dietetics: What would I have done differently? Absolutely nothing! Everything has worked out just fine. I've paid for my home and have lots of hobbies — a stamp collection and 800 jigsaw puzzles. And I like gardening. When I'm not working in my own garden, I take care of backyards for three of my neighbors.

Barbara Sargent, administrative assistant, Rosalind Russell Arthritis Center: What I really regret is not having pushed myself harder to earn my BA and master's degrees in counseling before I was ready to retire. Then I might have started a second career in a field I've always been interested in. Although I have these degrees now, I should have received them much sooner. My advice to others? Start planning for retirement at least five years ahead of time.



Eleanor Taylor, management services officer, pediatrics: Sometimes I worry that I may be having too much fun. My retirement is fantastic! In six years I've traveled to more parts of the world than many people get to visit in a lifetime.

Priscilla Yates, management services officer, Department of Anatomy; Robert Yates, purchaser, Physical Plant Department (Priscilla speaks for both): What my husband and I did right about retirement planning was to have worked for the University long enough to be eligible for benefits, especially health insurance. A lot of retired people we meet are not so lucky — they have problems meeting their insurance premiums.



Nelly Van Steen, laundry worker: I should have looked into opportunities for part-time work. For a while after retiring, I had fun working with children as a volunteer in the pediatrics clinic playroom. But I found I couldn't meet my expenses on my retirement income alone. Now I have a part-time job as a laboratory worker in the Department of Anatomy. I enjoy being with people there and the extra money really helps.

Ruth Wood, administrative assistant, Metabolic Research Unit: My retirement was unexpected, the result of a health problem. I did no planning at all, and now I realize there were many things I should have been thinking about ahead of time, like deciding where I wanted to live, and what kind of investments I could make to add to my retirement income.



Lillie Taylor, nurses' assistant, pediatrics: The house I've owned for years is in a noisy Oakland neighborhood. I'm sorry I didn't make up my mind to move into a more peaceful area long before I retired.



Melba Dent, retired administrative assistant, Department of Medicine: I really enjoyed my job and now I wish I'd stayed at UCSF a few years longer. But I'm fortunate to be able to do some part-time work for the department, proctoring examinations, and doing the administrative work for the annual Gold-Headed Cane Award.

Retirement Benefits

No matter how far away retirement may seem, it's never too early to learn the facts about your potential benefits.

Mary Kahn, supervisor of Personnel's Benefits Section, shares these answers to questions the campus retirement counselors are most often asked:

Q. What happens to my insurance when I retire?

A. You and your eligible dependents can continue coverage in University health and dental plans, and you will receive the Regents' contribution toward payment of premiums. After your death, your spouse and/or children who continue to receive monthly income from a University retirement plan will also continue to be eligible for health and dental insurance. Your life insurance does not continue after retirement but if you want to purchase life insurance, you can convert the group plan to an individual one.

Q. What are the minimum requirements for retirement?

A. Under the University of California Retirement System (UCRS) you must be at least 55 years of age and have five years or more of fulltime service in the retirement system. UCRS service credit is earned in direct proportion to your percentage of time on pay status.

Q. How far in advance should I file my retirement application and what papers will I need?

A. The formal application should be submitted three to four months in advance of your retirement date. At the latest, it must be received during the month you retire. You will need a copy of your birth record and, if married, a copy of your marriage certificate and your spouse's birth record. If you plan to name someone other than your spouse as a co-annuitant, that person's birth record also will be required.

Q. Can I change my date of retirement after making the initial application?

A. Yes, you may cancel your application or change the date of retirement any time up to receiving your first check.

Q. How much notice should I give my department before I retire?

A. You should give at least the same kind of notice you would submit to your department when terminating employment for any reason. Filing your retirement application is not notice to your department of your plans; all information you give the benefits office is held in confidence and is not conveyed to your department.

Q. Can I get an idea of how much I'm going to receive?

A. The benefits office encourages employees to obtain estimates of benefits as an important part of preretirement planning. These estimates can be provided months, and even years, ahead of your retirement date by contacting the benefits office.

Q. What if I decide to resign before I'm eligible for retirement?

A. Avoid acting in haste. Contact the benefits office and obtain a copy of the booklet explaining the choices you have about your membership in the retirement system.

Q. If I have the contributions I made into UCRS refunded to me when I leave, can I redeposit this money later?

A. If you are re-employed and again a member of UCRS, you can redeposit withdrawn contributions and re-establish your earlier years of service credit with the retirement system.

Q. Are there other ways I can put away a nest-egg toward retirement?

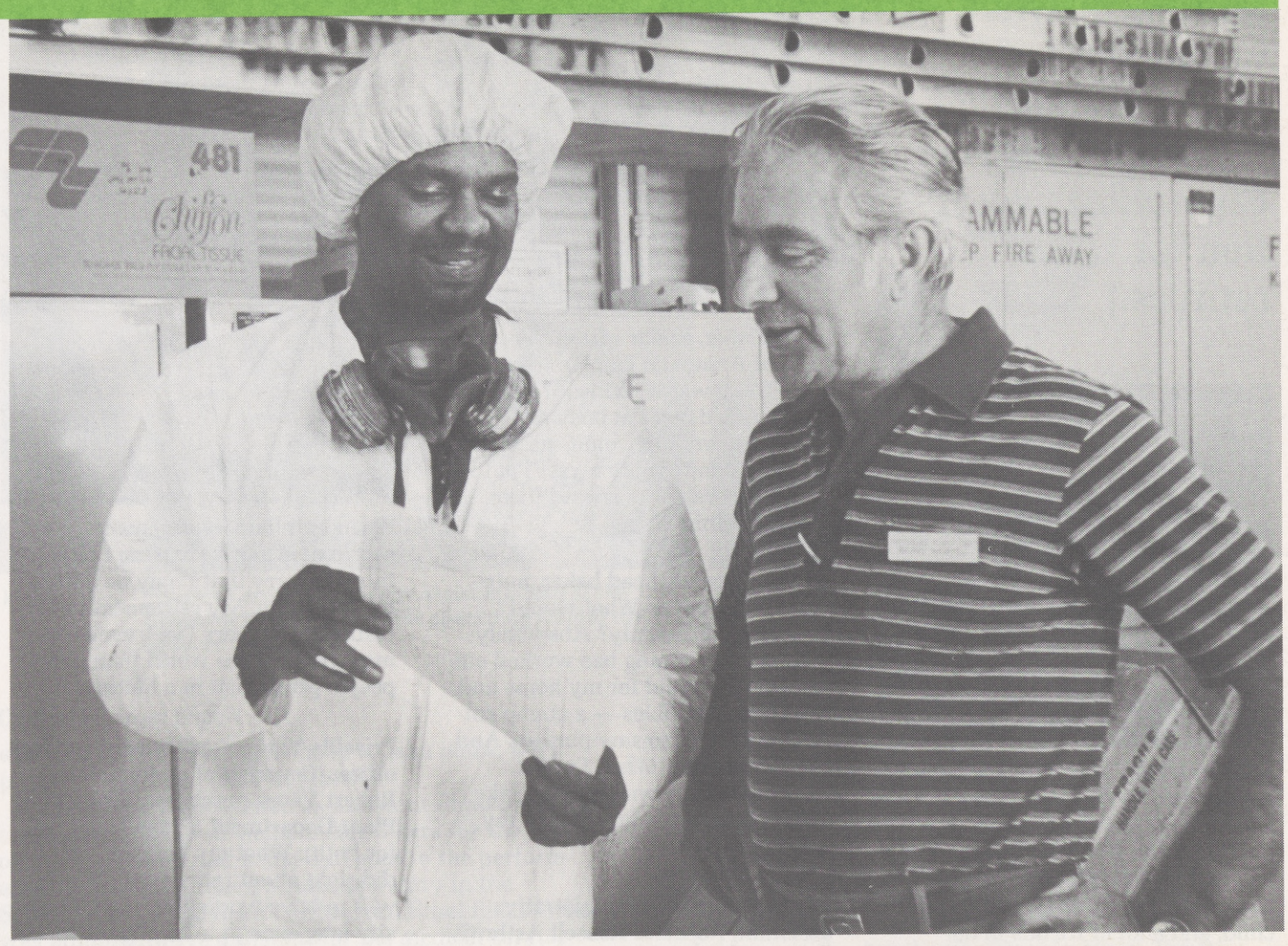
A. Yes. UCRS offers the Additional Retirement Program, into which you can put both tax-deferred and non-tax-deferred earnings. Employees may participate in these plans whether or not they have an IRA account outside the University.

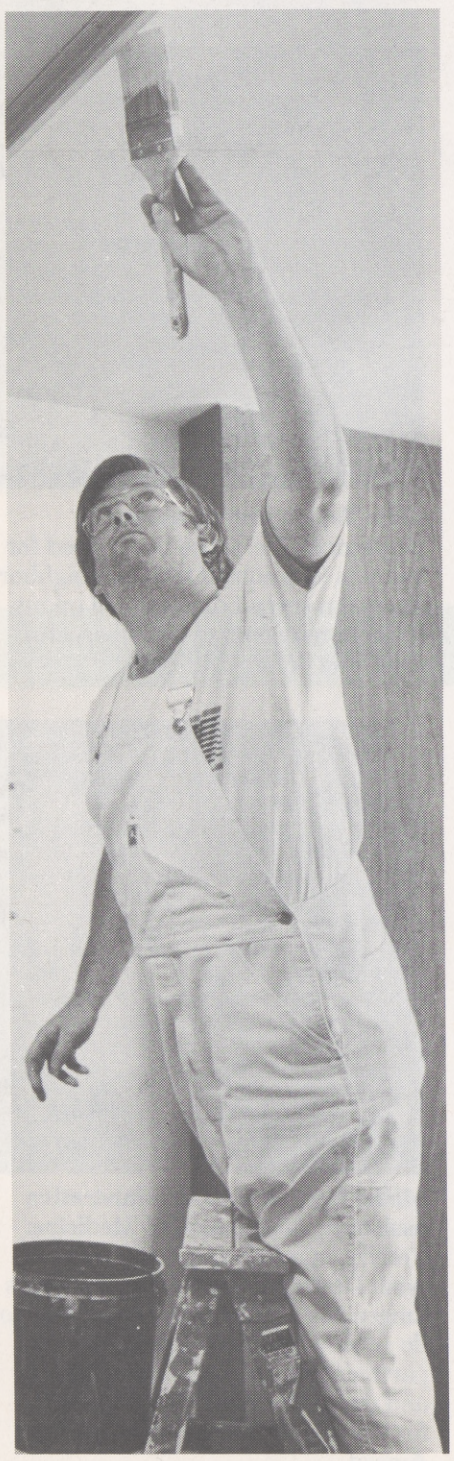
Q. How do I apply for Social Security benefits?

A. You must contact the Social Security office directly. They encourage initial contact by phone; you'll find the number of your local Social Security office in your phone directory.

Claire Leeds Wray

Whistling While They Work





You cannot help but hear the laugh, exploding as it does from somewhere inside the paint shop at physical plant. Today, as usual, it is followed by baritone snatches of a pop vocal and then some cheery whistling. There is no mistaking the sounds of Billy Befford at work.

Befford is UCSF's spray painter, and whether he's applying the final coat onto a recycled desk, hand-sanding a pair of unfinished birchwood shelves or mixing the walnut stain for a newly crafted countertop, it's work that he likes doing.

Befford joined the paint crew in 1969 as an apprentice, immediately after finishing trade school, and striving for perfection has always been routine. Occasionally, he says, something doesn't meet his own standards, and gets done again. But then, when it's ready, "Sometimes I'll just stand back and look at it for a couple of seconds. Even if it's a garbage can, I've got to do it right."

The rest of the crew, currently six other men and one woman, work on campus and outlying UCSF areas at SFGH, Hunter's Point, Oyster Point, CED, and the new UCSF-Laurel Heights at 3333 California St. And, whatever the job — be it spray-finishing the furniture, touching up a corridor in still-new Long Hospital or covering over the 30-year-old olive green of a basement lab — it is the work of the paint crew that customers, staff and patients notice the most.

"The painters come last," their supervisor, Bruno Werffeli, explains. "So they're the ones who have the final impact on people's surroundings."

Werffeli, descended from four generations of painters in his native Switzerland, joined UCSF in 1979, after working for 20 years with one of San Francisco's most well-established painting contractors. "I know what a good job is," he says simply, and newcomers to his crew begin on a three-month trial period. Knowing how to "finish" with brush or roller is only part of the job. UCSF painters also mix colors, seam-tape joints, replace floor tiling and install new window glass. In short, says Werffeli, "they have to show me that they have learned the trade, not just handled a roller a few times."

This trade, he continues, is different from exterior painting, where "you can miss a spot five stories up, and no one will know the difference. A good interior painter has to work clean, and on his own. I've been lucky to get good people."

The crew is reserved for smaller jobs (large-scale jobs are contracted out) and special projects, says physical plant department senior superintendent Jerry Teague. Even so, nobody ever lacks for work. Since people usually have to vacate an office or facility, even during a small job, Teague continues, careful scheduling of all work is crucial.

So is flexibility. Sometimes painters will have to respond to a work order on instant notice. Patient care facilities have top priority. "Some, like an X-ray room, might be in use 24 hours a day," Werffeli says. "So, as soon as it becomes available, a painter has to get in and out of there, even if it means overtime."

The crew reports for work at the physical plant department every day at 8 am. At 8:05, they are on their way by van to the worksites. Today, Billy

Top, spray painter Billy Befford consults with supervisor Bruno Werffeli; left, David Learmonth; below, Ann Madden.



Befford stays in the spray booth at the shop, Bob Penn is at CED, and the others are scattered throughout Moffitt/Long Hospitals on a long-range maintenance project.

At Moffitt, on mid-afternoon break in the cafeteria, Doug Wade talks about touching up, a technique that is apparently one of the trials of the trade, even after 30 years of experience. "You may *think* a room is one color," he says, "until you find it's really four, one for each wall." Today, he sounds exasperated.

Across the table, Mike Kilomanski is more optimistic. "Yes, but when a job turns out well, you really feel good," he says. Kilomanski was a painter back home in Poland before coming to this country three-and-a-half years ago with his wife, Krystyna. And finding work in a new country was tough at first, even for a seasoned craftsman. The equipment is different here, he says, and no one knows your work. Still, after studying English in the community college system, he was soon back in the trade, first at Lawrence Livermore Laboratory, and then on other jobs for private contractors before joining the UCSF crew a year ago. "The best satisfaction," he says, "is when you finish something, and it's perfect."

Another part of the job is being ready and willing to interact with customers and answer their questions. But that's the fun part, according to Giuliano Tuccori. He is spending the afternoon on a seventh-floor corridor, filling holes with spackling paste, which Dave Learmonth then smooths over with primer. Tuccori, formerly a sandalmaker in his hometown of Lucca, Italy, took up the paint trade shortly after coming to the U.S. in the mid-'50s. The steady traffic of patients, their visitors and staff members gives him ongoing opportunities to improve his English, he says. So do the rest of the crew. "At lunch, we talk about everything. We have a great time."

Veteran painter Learmonth joined the crew as an apprentice 15 years ago, after a series of other jobs at UCSF in patient escort services, reprographics and materiel services. For Learmonth, the campus has yet to lose its excitement or variety, even after 19 years. "I'm seeing what goes on in all the different areas I work in," he says.

Downstairs, where a former X-ray room is about to become an office, Ann Madden sits cross-legged on the floor and meticulously applies a jet-black coat to the trim of an otherwise all-white wall. To a bystander, it looks like the kind of work that invites catastrophe, or at least a minor slip-up, but Madden reassures her. "It's a piece of cake."

Madden, who also worked as a secretary and an EKG technician for various hospitals, started painting interiors eight years ago when she was working her way through San Francisco State University by managing an apartment building.

She is expecting her first child in October, but plans to come back after maternity leave. "It's not like paperwork, when you work on something all day, it goes into a file, and never gets looked at again. Here, people see it. Somebody is always saying, 'I don't believe this is the same place!' "

For Madden too, the returns of the craft are more than monetary. "It was a godsend getting into the trades," she says. "I'm happier working with my hands, and doing something concrete that's going to last."

Michele Liapes



Painters also have tasks other than painting, as Mike Kilomanski demonstrates.

Nurse in Cambodia

Continued from page 2

Prenatal care was similar to that offered in the U.S., says Matsumoto, but because of unsanitary conditions in the camp, mothers were given tetanus shots to protect their babies from contracting the disease at birth. Most women delivered at the hospital, assisted by Khmer midwives. Follow-up visits were made by postpartum workers from the antenatal clinic.

Malnutrition posed the greatest health threat to young children, says Matsumoto, although only 9 percent of the Khmer children were considered severely undernourished. The problem was frequently caused not by lack of food, but by intestinal parasites that produced chronic diarrhea and dehydration. The health care team also fought a constant battle against impetigo and scabies, highly contagious skin disorders. Clinic workers provided routine childhood immunization for polio, diphtheria, whooping cough, tetanus and measles.

More than half the camp's children came regularly to the clinics, says Matsumoto, but parents often had to be convinced that it was important. "In one case we persuaded the UN to give us an extra bag of rice for one family," she says. "In return, the grandmother agreed to bring in a severely malnourished child."

Matsumoto found particular gratification in helping the Khmer health worker supervisors improve their teaching skills, so they could instruct their own staff in the basics of preventive medicine.

Despite precautions, Matsumoto herself was periodically ill and suffered a particularly severe bout of dengue, or "breakbone" fever. When she contracted amoebic dysentery, she gamely allowed herself to be "coined," a folk remedy in which mentholated cream is rubbed into the skin with a coin.

Although she could see the rewards of her work, Matsumoto remembers feeling depressed on occasion. "Kids were growing up thinking that rice grows on the back of a UN truck," she says.

She asked herself if the camp was contributing to the problem of displaced persons by offering free health care and UN food handouts. Once inside Nong Samet, the Khmer could not return to Kampuchea without first passing through brutal Vietnamese "re-education" camps.

"The only way to resolve those doubts is to look at helping one person for one day. Then it's worthwhile. You have to be happy with the little things," she declares.



This young Cambodian helped care for her niece, whose mother died during childbirth.

"The most depressing thing was to see the human spirit broken," says Matsumoto softly. "On one of the home visits I saw a woman who had finally given up on life."

More often, she was amazed by the Khmer people's ability to find joy or laughter in life. "They are so gentle, and always shared what little they had with each other," she says.

Matsumoto found readjustment to the high-tech world of UCSF difficult. "When I first came back, it seemed like we worry about petty things, and it seemed very wasteful. We use so many supplies, changing everything, keeping everything sterile."

She hopes to repeat the experience again someday, but she can never return to Nong Samet. The camp was destroyed by Vietnamese shelling in December, shortly after she left. Its inhabitants are now in a Thai evacuation camp. Fortunately, casualties were few, and all the Khmer health supervisors survived. Matsumoto takes comfort in the knowledge that she and the other "volags," as the voluntary agency people were called, trained them well.

"I gave away my stethoscope before I left," remembers Matsumoto, "but who knows if it's there now. In the end all they are left with is what we were able to teach them."

Leslie Lingaas

GAZETTE

NURSING SERVICES

Spending a Day With a Nurse

Lillie Baker, a materiel services dispatch clerk, often communicated by phone with nurses from her office in the basement of Moffitt Hospital, mostly dealing with their requests for equipment and supplies for patient units.

But Baker had never spent time on a patient unit and did not fully understand or appreciate what nurses do, until she spent a day with clinical nurse Kris Mao in the Intensive Care Unit. Baker was one of 78 persons from 22 campus departments to participate in this year's "Spend a Day With a Nurse" program, held during National Hospital Week in May. About 60 nurses from inpatient units, the operating and recovery rooms and the emergency room served as preceptors.

The program, initiated in 1984 by administrative nurse Elaine McKenna — who won the Distinguished Nurse Award this year for those efforts — allows members of the campus to observe nurses at work, and see "behind the scenes" of patient care. This year, 23 more visitors participated than did last year, including several from nonhospital departments.

Does the program help increase the understanding of nursing and communication with nurses at UCSF? Yes, Baker says emphatically. "I have seen the importance of the nurse's job," and it has helped her "be more open-minded" when she receives those "stat" requests. Baker also has a better feeling about her own role and how she as a hospital employee contributes to patient care.

Other feedback, according to McKenna, also has been favorable. "My hope is that other departments will use this program as a model and invite nurses to spend time in their departments to see operations from other perspectives."



Materiel Services dispatch clerk Lillie Baker learned about nursing care from ICU nurse Kris Mao.

RECREATION

UCSF–Mexico Whitewater Exchange

Fifteen Mexican whitewater boaters — among the best in their country — were the guests of Outdoors Unlimited (OU) this spring, launching the first Cooperative USA-Mexico Whitewater Boating Exchange. OU is the UCSF-sponsored outdoor program, and 14 of the group's boaters provided lodging in their homes, food, equipment, transportation and the general masterminding for campout trips on the American, Merced and Tuolumne rivers. Parties and potlucks throughout the two-week period gave the visitors — all members of the river-touring Federacion Mexicana de Descenso do Rios — additional chances to meet other Bay Area boaters.

"All of us invested a lot of personal energy in planning and coordinating," OU manager Steve Leonoudakis said, and other OUers joined in as well, contributing their boats, wetsuits and enthusiasm.

UCSF participants in the exchange included Kathy Fujimoto, pharmacist; Ramiro Moncibais, OU staff member; Sheri Strickland, staff research associate; and Dave Shelton, graduate student, the last two from the Department of Physiology.



In September, UCSF whitewater boaters will adventure in Mexico.

There were several bilinguals in both groups, said Leonoudakis, and language was hardly ever a problem. But the Mexican approach to whitewater — racing, strictly racing, is different from the North American preference for floating the river at its own pace, basking in the environment, running the same current again and again to study subtleties or simply "playing in the rapids," he said. "Everyone worked together to create a really special event. We all finished with strong feelings of friendship and appreciation for one another."

The concept of a cooperative exchange opens up the possibilities for outdoor travel throughout the world, according to Leonoudakis. Hotel costs, the trouble and expense of transporting equipment and the risks of exploring unfamiliar wilderness on your own are eliminated. "If it worked with Mexico, it could work with other countries, and even other parts of this country."

In September, the 14 OU boaters will be touring the Antigua, Actopan and Bobos rivers the Mexican way.

The Corporate Challenge

UCSF's fastest employees — runners, that is — will compete against staff of other San Francisco employers in a 3.5-mile road race on Market Street on Tuesday, August 20, 7 pm.

The race, dubbed the "Corporate Challenge," began in New York in 1977 with 200 runners from 50 companies. The event spread to major cities and has grown to include 10,000 runners and 1,100 companies.

UCSF's contingent, which includes the winners of the three annual Mount Sutro/Chancellor's Cup Runs, will try to win a spot in the Corporate Challenge national championship in New York this fall. The fastest men's, women's and coed teams in the San Francisco race will qualify.

UCSF runners include: Joan Colman, Janice Leong, Charlene Bayles, Randi Isaacs, Hilary Naylor, Margie Kilmartin, Paul Findell, Rodney Lee, Peter Juenemann, Jimmy Choy, Ed Cadman, Tony McDonagh, Steve Kayser, Jeff Wall, Pablo Stuart and Jeff Drutman.

CAMPUSWIDE



Gail Harden, arms raised in victory, celebrates with teammates from Hospital Information Systems.

A Leake Day Three-Time Winner

Gail Harden had no intention of entering the first Stretcher Relay Race on Chauncey Leake Day three years ago, until someone from the department next door asked her to substitute at the last minute. She did, and found, "The concept of a race like this is just for fun." But Harden, a hospital information systems programmer, has been on the winning team all three times, including this May's race.

She has run with different teammates every year, and says that winning is usually founded on strategy.

Each stretcher relay team consists of nine people (this year, eight people and a dummy). Four of them relay a teammate by stretcher to the bottom of the steep and twisty stairway between the School of Dentistry and old UC Hospital. The patient dismounts and runs up to the second stretcher and the other four teammates, who convey him to the finish. This year, dummies replaced the human patients, and one of the first group of four made the stairway run. But, for the first two years, the secret of winning was in who rode the stretcher, according to Harden. While most teams carried their lightest member, the Harden teams relayed their fastest runner, who made the winning time on the stairs.

What about this year, when everyone was equally handicapped by dummies? Participation was lower, so that competition wasn't as stiff, she says. She hopes more people will enter next year, and keep the event going.

"It makes you feel a lot better about coming to work when you can take one day off to do this fun thing," says Harden, who runs a couple of miles a day. "If they canceled it, I'd have to go down as an undefeated champion."

Some 600 members of the campus and friends this year cheered the six outrageously dressed stretcher relay teams. The Millberry Union team grabbed second place, the Chancellor's Office and the Psychology/AIDS Clinic tied for third, Hospital Administration came in fourth and CVRI/Anesthesia fifth.

The day's festivities opened with the dedication of an engraved brick and glass wall in front of Millberry Union, which will serve as a campus identification sign. The sign was donated in memory of Anita P. and S. Walter Newman by their daughter, Frances Newman Lilienthal, their son, Walter S. Newman, a member of the UCSF Board of Overseers, and other family and friends in recognition of the family's close ties with the campus.

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High Schoolers Get Health Care Experience

Thirty minority high school students from the Bay Area, Sacramento area and San Joaquin Valley spent the week of July 15-19 at UCSF learning about the work of nurses, physicians, dentists, dental hygienists, pharmacists and physical therapists.

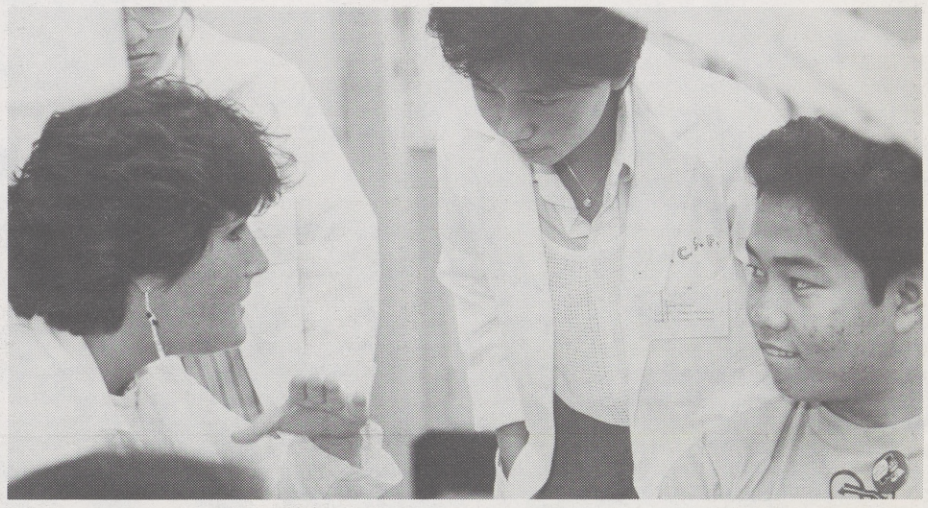
Coordinators of the UCSF Early Outreach Summer Residency Program hope the weeklong experience — which included tours of patient care areas and all four schools, laboratory demonstrations, seminars, viewing X-rays, peering through microscopes and learning to take blood pressure —will encourage the youngsters to prepare to enter the health professions. The students were housed in the dormitories and were accompanied by minority UCSF students, who served as role models.

The summer program, in its eighth year, is sponsored by the Health Sciences Special Services Program. Student Services assistant Carol Stadum coordinated the week of activities.

Some 130 low-income San Francisco high school students are participating in the annual Chancellor's Summer Youth Program, which runs through August 23.

The program, which provides jobs and training for disadvantaged youths, employs students for 20 hours a week at a rate of $3.35 per hour. The program is funded by the federal government.

Of all the city's employers, UCSF is one of the most active in the program, according to coordinator Bob Rojas of the Personnel Department. Students in the program are working in about 90 UCSF departments this summer, he says.



Dental hygiene student with high school students Nhu Nguyen of San Francisco and Thy Roth of Berkeley.

HOSPITALS/CLINICS

Room Dedicated to Former Social Worker

The new Parent Room in the Intensive Care Nursery was dedicated June 21 to the memory of Charlotte Green, a UCSF clinical social worker who died of a brain tumor in 1981.

Green, who worked in the ICN from 1974 to 1981, was responsible for establishing and nurturing the development of the Parent Support Group — parents of babies hospitalized in the ICN. A Parent Room, where mothers and fathers can be alone with their babies, was a longtime dream of Green's, according to Mary Jane Allison, director of the Department of Social Work.

The dedication took place at a reception hosted by the Parent Support Group and was attended by members of Green's family. A plaque — recognizing Green's caring, dedication and leadership in her work with families of ICN babies — will be placed in the Parent Room.

Longtime Volunteers Honored

Volunteers John Bittle and Dorothy Sayre received 10-year gold medals at the annual Volunteer Awards Luncheon at the Hall of Flowers in May. Bittle donates his energies to the Bear-ly New Thrift Shop, and Sayre helps out with morning patient care on 11 Moffitt.

The medals were presented by Chancellor Krevans, who welcomed volunteers. After lunch, the San Francisco Saxophone Quartet played selections of classical music, jazz and ragtime, and then director William Kerr and assistant director Daniel Shydler presented hours-of-service awards.

This year, the corps of 200 volunteers devoted 50,000 hours to activities at UCSF's Medical Center that ranged from comforting patients and their families to assisting in clinical research labs and staging variety shows for patients, Volunteer Services director Leona Hansen-Nealey says.

Their contributions are becoming more important than ever, as cost containment becomes increasingly significant throughout hospital care.

UCSF–Laurel Heights

The UC Board of Regents approved at its July 19 meeting at UCSF the name UCSF-Laurel Heights for our new campus site at 3333 California Street.

Academic and scientific programs of the School of Pharmacy and other schools, and some administrative support functions, are slated to move to that site, allowing decompression of the overcrowded Parnassus campus. The first moves will take place during the academic year on a phased basis.

The first to move in will be the offices of the dean of the School of Pharmacy, and the School's computer graphics, magnetic resonance imaging and theoretical physical chemistry programs, also, such campus offices as the Personnel Department, Labor Relations, the Transportation Office, Administrative Information Systems and other administrative support offices not yet determined. Two small specialized ambulatory patient programs, the Center on Deafness and the Psoriasis Day Care Center, will move in as well. It is hoped that these moves will be completed by the end of the year.

Major academic and scientific programs scheduled to move into UCSF-Laurel Heights will take longer. As part of the planning process, the campus is preparing a full Environmental Impact Report. There will be a meeting of the Laurel Heights Campus Planning Committee; and the first of two public information meetings was held Thursday, August 8, at the UCSF-Laurel Heights auditorium. A public hearing will be scheduled for next spring. The EIR will cover not only what the campus plans to do in these first phases, but also its long-range plans for the time when present tenants move out, and UCSF will be able to occupy the entire building.



Roger Thorson checks electromechanical switching equipment that will be moved out when new phone system moves in.

Phones...Phones...Phones...666 to 476

On Friday evening, September 6, at 10:15 the prefix for all campus telephone numbers will be 476, instead of 666. All outside lines will be reached by dialing 9, not 6 or 8. Campus extensions will all be five digits (6 plus the original four-digit extension). And calls will no longer be transferred by a telephone operator.

These will be the first changes — the effects of Phase One in the shift to a new campus telephone system, according to administrative information systems director Mas Sugiyama. Phase One is the cutover, when the compact electronic digital switch, currently being installed by Pacific Bell in the Millberry Union garage, replaces the 20-year-old, clackety electromechanical switching equipment that fills a 4000-square-foot-room. Upon the cutover, Sugiyama says, the phones will still be the same, but the central operation will be different.

Phase Two, the installation of push-button phones, will begin immediately afterward and is expected to be completed by the end of November. This month, Pacific Bell and campus telecommunications staff will begin interviewing department heads on office phone procedures, and training and demonstration sessions in Millberry Union will be scheduled, department by department.

New features will include call pickup, call forwarding and speed dialing. Push-button phones may seem more complicated at first, Sugiyama says, as people unlearn old routines for transferring or putting a caller on hold. "They'll be able to do all the same functions — just differently," he said. "It will be more efficient."

The immediate impact at the time of the cut-over, or Phase I, is as follows:

- The telephone prefix will change from 666 to 476. LPPI's prefix will change from 681 to 476.
- In dialing any campus number, use 6 and the present four digits. (In dialing any LPPI number use 67 and the present three digits.)
- SFGH, CED, VAMC, UCSF-Laurel Heights and other off-campus locations will continue to have the same extensions as are now in use. Use 6 and the four digits as well.
- To dial off-campus numbers in the 415 area code, dial 9 + seven-digit number.
- To dial off-campus numbers in other area codes, dial 9 + area code + seven-digit number.
- This means we no longer use 6 or 8 access codes or the special systemwide campus access numbers listed in the directory.
- To transfer calls: depress the switch hook button (button on which the handle rests) once. Wait for dial tone. Dial the new telephone number. Wait for ring. Replace the handle.

The following information applies directly to the Hospitals and Clinics areas:

- The Hospitals and Clinics will have a new main telephone number, 476-1000, beginning September 7.
- Hospitals and Clinics will have their own operators, located in Moffitt Lobby. Overhead page, Dr. Red, Code Blue and answering service functions will be the responsibility of those operators.
- Telephone instruments for the hospitals will be installed on a per-building basis during October and November. Staff will have an opportunity to see these sets demonstrated and will receive training information later this summer.
- Each department will be contacted to finalize equipment selections and system configurations.